

**U.S. Environmental Protection Agency  
Region 2**

**Performance Work Statement  
For  
Information Technology Support Services**

**1.0 INTRODUCTION**

This Performance Work Statement (PWS) specifies the support requirements for the Environmental Protection Agency (EPA) Region 2, whose main office is located at 290 Broadway, New York, NY 10007. The Information Systems Branch (ISB), Office of Policy and Management (OPM), acts as a focal point for all functions requiring Information Technology (IT) support for the US EPA Region 2 office. It is responsible for all enterprise computing in Region 2, including environmental and administrative systems; web site maintenance and support; management and support of the IT infrastructure, including the local area network to support Lotus Notes email, Sametime, QuickPlace, Notes applications, Oracle and other application and database servers.

**1.1 Scope of Work.** The Contractor shall provide all personnel, supervision, and other items and services necessary to perform Information Technology (IT) services and support as defined in the PWS under the following categories: EPA Region 2 Information Center Help Desk/ Desktop Support/User Training, Computer Center Operations, LAN management and Internet/Intranet/Programming Support.

**1.2 Place(s) Of Performance.** The primary place of performance is at the EPA Region 2 office located at 290 Broadway (approximately 700 EPA and contractor staff located on 13 floors). In addition, the Contractor shall provide on-site support/services described in this PWS to our office located in Edison, NJ (approximately 350 EPA and contractor staff located in 3 main buildings on the Edison campus), and remotely to our offices located in Santurce, PR (approximately 50 EPA staff), Stamford, CT (4 EPA staff) and other small installations as needed.

**1.3 Hours of Operation.**

**1.3.1 Normal Hours of Operations.**

All services shall be routinely provided on all federal business days from **7:30 AM to 5:30 PM local time at 290 Broadway and 6:30 AM to 5:30PM local time at Edison**), or as otherwise specified by the EPA Task Order Contracting Officer's Representative (COR). In the event of an environmental emergency or operational crisis, the Agency may require extended Contractor support.

**1.3.2 Holidays.**

The Contractor shall provide coverage Monday through Friday, excluding Federal holidays. Federal holidays are:

New Year's Day	Martin Luther King Jr. Day
President's Day	Memorial Day
Independence Day	Labor Day
Columbus Day	Veterans Day
Thanksgiving Day	Christmas Day

In addition to the days designated as holidays, the government observes any day designated by the EPA Regional Administrator, Executive Order, or President's Proclamation.

**1.3.3 Emergency Services.**

Region 2 Division/Offices will require coverage of specific tasks related to the PWS. The contractor will be tasked with these specific requirements by the Task Order COR.

#### **1.3.4 Performance of Services During Crisis Declared by the EPA.**

The COOP (Continuity of Operations Plan) provides guidance and procedures that allow EPA Region 2 to continue or rebuild essential operations in the aftermath of an emergency. This plan applies to the full spectrum of man-made, natural, or technological emergencies. The provisions of the COOP are applicable to all EPA, contractor, grantee personnel and any other Federal personnel with EPA as their duty station. This Plan covers EPA locations at 290 Broadway and Edison, NJ.

EPA Region 2 will require Contractor services to support this requirement. Upon the Task Order COR's request, the Contractor shall submit a Work Plan. The Work Plan shall address, at least, but not limited to: Contractor's internal structure to respond to an emergency activation, including the identities of contractor management who can be reached at all times. The Work Plan shall also include:

- The Contractor's initial assessment of the actions that will be required to support the COOP.

- The quantities and cost of labor, equipment and materials, outside services, travel and miscellaneous items to provide telecommunications and related services outside the scope of this Performance Work Statement.

The primary reference for the COOP and similar activities within the Federal government is Presidential Executive Order 12656, Assignment of National Security Emergency Preparedness Responsibilities, November 18, 1988. Within EPA, Order 2030.1, December 20, 1996 directs these activities.

#### **1.4 Contractor Personnel.**

**1.4.1** The Contractor shall provide an **onsite manager**. The onsite manager shall be responsible for all requirements to be provided under the PWS and be the initial point of contact to the Task Order COR. The on-site manager shall have a working knowledge of the technical requirements in the Performance Work Statement.

**1.4.2** The Contractor shall assign appropriate personnel to work on task projects and is responsible for the direction of their activities.

**1.4.3** The Contractor shall provide **qualified personnel** capable of performing all contract requirements. All Contractor personnel shall be able to read, write, speak and understand English fluently, and shall be citizens of the United States.

**1.4.4** The Government may, at its sole discretion, direct the Contractor to remove any employee for misconduct or security reasons. Such removal does not relieve the Contractor of the responsibility to provide the required services.

#### **1.5 Security and Privacy**

**1.5.1** The Contractor shall be responsible for compliance by its employees with security regulations and compliance with EPA security policies and rules of behavior regarding the use of its IT resources. This information is available to all personnel on the Region 2 Intranet site and Attachment to the PWS - Agency Personal Verification Procedures for Contractor Personnel.

**1.5.2** Contractor employee orientation shall include a briefing of the EPA provided

policies with recurring six month reviews or as needed.

**1.5.3** The Contractor shall utilize the proper controls and procedures for all IT related activities, such as email, word processing and office equipment utilization in performance of their contract activities and shall conform to all relevant Agency and Region 2 security policies. All Contractor personnel are **also required to complete the EPA supplied annual information security training.**

## **2.0 IT TECHNICAL SERVICES AND SUPPORT**

The Contractor shall provide all labor, supervision and transportation necessary to perform IT services at any Region 2 location. This includes supporting the operation of the Information Center Help Desk. The Contractor shall provide a variety of IT Technical Services and Support in the following areas: EPA Region 2 Information Center Help Desk/ Desktop Support/User Training (Section 3.1), Computer Center Operations (Section 3.2), LAN management (Section 3.3) and Internet/Intranet/Programming Support (Section 3.4). The Contractor will be required to provide to Contractor staff (except personnel assigned to the Help Desk, training and Programming) a cell phone with walkie-talkie communications.

### **2.1 Information Center Support:**

#### **2.1.1 Information Center Help Desk Support:**

The Contractor shall provide staff for the operation of the Information Center (IC). The objective of the IC is to improve information proficiency of end-user computing by providing technical assistance, training, and information in the use of a variety of IT tools, primarily those associated with the personal computer on the LAN. Overall LAN management and technical direction of the LAN shall be coordinated by the government network manager or administrator and Contractor personnel shall resolve end-user and network management problems.

A satellite IC has been implemented in Edison, N.J. to support the Environmental Services Division and the Superfund Removal Program. Additional support shall be required for the Caribbean Environmental Protection Division in Santurce, P.R.

The Contractor is responsible, during scheduled **Information Center Help Desk hours (8:00 - 5:30 daily at 290 Broadway; 7:00 - 5:30 daily in Edison)** for supporting the EPA regional users in personal computer software and minor hardware needs.

Software support and instruction in local area network access and use will be given both in formal classes and on a walk-in basis.

The Contractor shall respond to requests for informal training in system use. These requests can come from 5-10 of the approximately 1050 users in the NYC or Edison offices in one day. About one half of these requests represent simple queries relative to system or database access. The other half of these requests relate to moderately complex issues.

Other types of user support will involve: responding to user inquiries about the system; troubleshooting potential problems; resetting network or email passwords; establishing network or email user accounts; explaining system features and benefits; distributing user documentation; assisting user groups in exchanging information and identifying hardware and software problems. The Contractor shall provide assistance in identifying agency personal computer needs (hardware and software evaluations, if necessary).

The Contractor shall diagnose software/hardware problems. A suspected hardware malfunction shall be solved either directly using in-house stock parts and supplies; or placing a service call where equipment is under warranty service; or, recommending to the Task Order COR or alternate that outsides

repair/maintenance services be procured.

The following **Service Levels** will be used as minimum standards that the Contractor shall follow in responding to user requests for assistance:

Service	Measurement
Resolution of problems on first call	85% on first call
Establish new user (LAN id/email account)	4 hours
Establish new user (internal transfer)	2 hours
Departing employee - disable LAN/email accounts	1 hour
Reset LAN password	15 minutes
Reset email password	15 minutes
Time to resolve software problems	2 hours
Time to resolve hardware problems	2 hours

The Contractor shall be responsible for updating and maintaining the regional Information Center Help Desk tracking system (BMC Service Desk, formerly Support Magic) to include all support requests and other activities conducted by the Contractor. The Contractor shall provide prompt response and resolution of software, equipment, application, etc. problems as they arise on a day-to-day basis. If a support request is not resolved within four hours; the problem is escalated to the EPA specialist responsible for functional area. The Contractor will "own" the problem and keep the user informed daily, until the problem is resolved. The Contractor shall immediately notify the EPA Region 2 LAN Manager, LAN Administrator or Project Manager of equipment failures determined to be "major" or "critical." On a monthly basis, the Contractor will provide a report to the Task Order COR, in addition to other reporting requirements established for this task order that provides user support statistics on the service levels listed above. The Contractor will have a 30 day grace period from the start of the task order to ensure that procedures are in place to monitor, track and report such statistics.

#### **2.1.2 Desktop Image Support:**

The Contractor shall be responsible for the maintenance and upgrade of all Region 2 desktop operating system images.

The Contractor shall ensure that all regional Windows 2000/XP workstations are configured in accordance with USEPA Standard Configuration documentation and with the latest Microsoft and Novell client software.

The Contractor shall develop, update, and maintain an EPA Region 2 standard configuration documentation for all desktop images.

The Contractor shall provide Windows 2000/XP or higher desktop end-user support. The Contractor shall ensure that desktops are operating under the latest OS and security patches.

The Contractor shall not change or modify any component of the Windows 2000/XP system without prior approval from the Task Order COR. This includes both hardware

and software.

### **2.1.3 Maintain the Personal Computers in the Regional Information Centers, Regional Response Center (Edison only), and Information Center Training Rooms:**

The Contractor shall maintain the computers in the Information Center, including those desktops and laptops that are stored as spares in the stock rooms, in the Information Center training rooms at both 290 Broadway and Edison and in the Regional Response Center located in Building 205 at Edison, NJ.

The Contractor shall re-image the computers as required and test periodically, but not longer than 6 weeks between tests, to ensure that the equipment and software is in proper working order, that all security patches have been applied, and that virus protection files are current. EPA Region 2 may also require re-imaging when major software upgrades take place.

### **2.1.4 - Formal Training/End User Instruction:**

The Contractor will provide training and end user instruction and technical assistance to EPA personnel for the Local and Wide Area networks, organizational specific use of software tools in use in Region 2 such as the Microsoft Office Suite, Lotus Notes email/calendaring, Lotus Sametime, Lotus QuickPlace, remote access procedures and tools, and EPA-tailored and EPA-specific applied software tools and security procedures. These classes are not commercially available since they present software packages as applied to EPA specific work processes and applications. To prepare for these sessions, the Contractor will develop a Training Plan that describes the specific training sessions, training objectives and detailed topics to be covered. Each class requires a comparable amount of preparation time. The Contractor will prepare training course notes and other documentation, schedule, and conduct classes (using customized or third party materials as needed), and perform user surveys at the completion of each class. These training surveys will be summarized and reviewed monthly to insure that the courseware meets user requirements and expectations.

The Contractor shall publish and maintain a monthly training calendar on the EPA Region 2 Intranet for courses scheduled at either 290 Broadway or Edison. The Contractor shall notify all Region 2 staff of the new monthly schedule at least five (5) working days prior to the start of the new month. A copy of a typical monthly training calendar is provided for informational purposes only.

The Contractor shall assist in evaluating new software products as per instruction from the Task Order COR. The Contractor shall also assist in the planning and implementation of EPA Region 2 roll-outs of new application suites, mail systems, and other software as identified by the Task Order COR.

The Contractor's training staff shall provide second level Help Desk support for user software problems that cannot be resolved by the Help Desk personnel.

The Contractor shall provide end-user assistance in the application of the graphics software listed in Attachment B. Assistance will include user support in the utilization of Information Center graphics equipment including image scanners, multimedia presentation software, and provide assistance in the production of presentation materials. The Contractor staff shall be proficient in the use of the supported hardware and software.

### **3.1 - Computer Center Operation Support:**

The duties to be performed by the Contractor shall include, but are not limited to, the following computer operations:

**3.1.1** Monitor the equipment listed in Attachment B on a continuing basis.

**3.1.2** Using the equipment checklist in Attachment E, the Contractor shall determine the operating status as indicated on the control panel of each piece of equipment and notify the EPA LAN Manager or LAN Administrator, or appropriate Contractor technical staff verbally and/or via Lotus Notes Email when problems arise in the proper functioning of the equipment. The Contractor shall notify the appropriate vendor if there is a need for repair. A checklist of equipment status will be completed each morning and sent to appropriate contractor and EPA staff no later than 9:00 am each morning.

If required, the Contractor shall contact support personnel at the EPA National Computer Center to provide second level problem resolution. See Section 3.2.4 for additional details.

**3.1.3** The Contractor shall monitor the Region 2 access to the Agency's Wide Area Network (WAN) which includes: identifying communication problems amongst the Region 2 offices at 290 Broadway, Edison, NJ, and Santurce, PR, the National Computer Center (NCC) in North Carolina, and/or the State of New Jersey working with communications support from NCC and the states to assist in correcting the problem(s) identified, and assist in communications upgrades between the regional office, NCC and the states.

The Contractor shall assist the EPA LAN Manager and LAN Administrator in maintaining connectivity, ensuring user access and monitoring security. The Contractor shall identify any system failures encountered to the EPA LAN Manager or LAN Administrator, and research them to the extent possible, as they arise. System troubleshooting will involve close consultation with the affected system users, as well as collaboration with NCC staff and other Contractors.

**3.1.4** Maintain appropriate data resource backup schedule for regional LAN servers. This includes running daily incremental and full volume backup procedures according to the schedule provided by the EPA LAN Manager or LAN Administrator and performing file restoration procedures if required. This also includes maintaining configuration backups on all appropriate data communications equipment. The Contractor shall perform system operation record keeping by logging system software and hardware failures. No data on any backup tapes shall be erased or overwritten unless it is in accordance with the established backup and retention schedule.

The Contractor shall maintain the tape library for all servers in the computer rooms at 290 Broadway and Edison, according to the tape retention policy established by EPA. The Contractor shall be responsible for ensuring that backup tapes are stored securely in the fireproof safes and that the combinations to the safe locks are kept confidential.

The Contractor is responsible for ensuring that, during normal working hours, access to the room is by authorized personnel using the secure card access control system. (The Contractor is not responsible for the card access system)

**3.1.5** The Contractor shall support the Superfund Cost Recovery Program in the production of Cost Recovery packages. This includes the creation of DVDs per generated cost recovery package and producing labels on an Epson inkjet printer for each DVD created. For certain cost recovery packages, DVDs may need to be duplicated. The Contractor shall create these duplicates on a stand-alone DVD "burner" and produce additional labels for these duplicate DVDs. In addition, on an ad-hoc basis, reports for a particular cost recovery package shall be printed on a high-speed laser printer. SCORPIOS system logs shall be checked for any errors encountered in the application housekeeping tasks that are executed on a daily basis. The Contractor shall report any errors to the SCORPIOS system manager.

### **3.2 Local Area Network (LAN) Support.**

General user support activities can usually be handled by the Information Center Help Desk staff. The EPA LAN Administrator has overall responsibility for the technical direction of the LAN and can provide assistance in resolving the more difficult problems, such as balancing network traffic and topology design. The LAN support activities that the Contractor performs shall be fully integrated with the activities of the Information Center and are described below:

**3.2.1** The Contractor shall install and test all LAN workstations, activate LAN connections in communications closets, install and test all LAN printers, and define print queues to the NetWare operating system.

**3.2.2** The Contractor shall maintain the most recent LAN drivers and Novell Client PC configuration files.

**3.2.3** The Contractor shall create LAN user IDs and define all trustee rights needed for LAN applications.

**3.2.4** The Contractor shall be responsible for the resolution of end-user problems and LAN alerts, employing network management software and intelligent switch capabilities for the purpose of localizing possible errors and/or malfunctions. Connectivity problems shall be resolved utilizing CiscoWorks network management software and Cisco Switch hardware to establish end-user functionality. The Contractor shall respond to problems identified in LAN manager alerts, network management utilities, system error logs, backup reports, and resolve LAN problems that include printing malfunctions, communications problems, memory errors, and expired passwords.

**3.2.5** The Contractor shall maintain and support the Lotus Notes email system, adding and deleting users, resolving mail related problems, maintaining the mail database, and coordinating the EPA Region 2 address book with national EPA address books.

**3.2.6** The Contractor shall implement the standard EPA Region 2 Windows desktop image as per Section 3.1.2, including the maintenance of necessary configuration files, ensuring the efficient operations of Windows across the EPA Region 2 network

### **3.3 Internet/Intranet/Programming Support**

**3.3.1** The Contractor shall be directly responsible for organizing, designing (according to established EPA guidelines and templates), producing and maintaining all top-level web pages, and shall oversee the production of subsidiary pages in terms adhering to guidelines. The Contractor shall create and provide oversight of file templates, graphics and other resources for staff. The Contractor shall coordinate web content creation on web server staging area and web content uploads with the EPA Region 2 Webmaster or other designated EPA personnel. The Contractor shall implement methods for ensuring that files are updated as required, and maintain a duplicate (mirror) site of the Region 2 public web site for identifying broken links, managing content revisions and digital preservation. A special focus for the Contractor shall be working with the Region 2 Webmaster, and other agency staff and Contractors, as necessary to coordinate information access among the existing databases for EPA documents.

The Contractor shall be responsible for organizing work, ensuring that deadlines are met, or, where there arises a situation where the workload exceed the Contractor's ability to meet those deadlines, will contact the Task Order COR or designated EPA staff to prioritize the work.

**3.3.2** The Contractor shall provide support for development and programming of the Region 2 Information Center Intranet Web Site. Tools to be used are listed in Attachment B.

**3.3.3** The Contractor shall update content and format as required to maintain currency and to adhere to changing EPA regional standards. This work will be ongoing in nature. It shall be the Contractor's responsibility to coordinate with the EPA Webmaster in providing the updates as required for timely inclusion on the Intranet.

**3.3.4** The Contractor shall attend monthly regional Web group meetings to provide input to the design process and to ensure that the EPA public website content and "look and feel" of the site is maintained according to EPA standards.

**3.3.5** The Contractor shall provide one-on-one training and assistance to agency staff and Contractors to help them create, convert, upload and maintain web resources. Assistance shall be provided directly (in person) and remotely. Statistics on direct assistance shall be reported monthly to the Task Order COR.

**3.3.6** The Contractor shall provide programming support to Region 2 web based activities associated with providing dynamic content views of environmental and administrative data, an example of which is using a standard template that is known as EcoStat. The EcoStat application is part of the Region 2 Intranet and uses Java and Cold Fusion development tools. Programming tasks will be submitted to the Contractor via the Work Request form (Attachment C). All application development work performed by the Contractor will follow the EPA OIRM System Development Life Cycle and Operation and Maintenance Guidance which is available on the EPA Intranet website.

#### **4.0 COMPUTER SECURITY**

In accordance with The Computer Security Act of 1987, EPA Information Resources Management (IRM) Policy Manual, LAN Operating Procedures Manual and Regional Security policies, i.e., Security Plans, and ISO directives, the Contractor shall provide support for the following requirements:

**4.1** The Contractor shall, upon request by the Task Order COR, participate in Regional Security related training projects, i.e., classroom presentations, reading material preparation, distribution of brochures; Web based training preparation and support.

**4.2** The Contractor shall, upon a Task Order COR request, participate in meetings, teleconferences and seminars related to computer security as required

#### **5.0 STANDARDS AND REFERENCES**

All document listed in below (5.1) can be accessed thru the following EPA websites:

<http://intranet.epa.gov/itsecurity/>  
<http://intranet.epa.gov/itsecurity/polprocedures.html>  
<http://intranet.epa.gov>

##### **5.1 Applicable Publications and Forms:**

Introduction to NTSD Operational Policies Manual (Latest version).  
LAN System Management (Latest version).  
LAN Problem Determination and Resolution (Latest version).



LAN Communication Gateways and Interconnectivity (Latest version).  
 Personal Computer (PC) Security (Latest version).  
 Personal Computer (PC) configuration and Inventory Management (Latest version).  
 Use of Remote Access to EPA LANs (Latest version).  
 Windows NT/W2K standard configuration for Workstations and Servers.  
 Windows NT/W2K Security Checklist for Workstations and Servers.  
 Federal Privacy Act, OMB Circular A-130,  
 Management of Federal Information Resources,  
 Standard of Behavior for the Security of Information Resources,  
 EPA Information Resources Management (IRM) Policy Manual,  
 The National Technology Services Division (NTSD) LAN Operating Procedures Manual,  
 EPA Information Security Manual (Directive 2195A), RACF Security Manual,  
 LAN Operating Procedures Manual and Regional Security policies, i.e., Security  
 Plans, and ISO directives.

## 6.0 WORK REQUESTS FOR SPECIAL PROJECTS

**6.1** The government for special projects will request and control services by means of the established Work Request Procedure. All requests from the Task Order COR will be submitted to the contractor via a Work Request Form. The Task Order COR will determine the priorities to ensure the Contractor completes the critical tasks in a timely manner.

**6.1.1.** The Task Order COR will forward via e-mail all Work Request(s) to the Contractor's Site Manager. The Contractor is responsible for performing all activities specified in the Work Request.

### 6.1.2 Work Request/Project Planning

The Contractor will receive a Region 2 Work Request and the Contractor will:

- / Analyze the requirements;
- / Ask clarification questions as necessary;
- / Collect reference information;
- / Determine an overall approach toward providing the services;
- / Develop an overall schedule and resource estimate;
- / Identify the various control points needed to monitor and control the project progress; and,
- / Establish quality control requirements.

The Contractor shall utilize the forms and processes established by the Task Order COR for communicating this information.

## 7.0 GOVERNMENT PLANNED DELIVERABLE/EVENTS

Item	PWS Ref.	Deliverable/Event	Due
1		Kick-off Meeting	NLT 5 business days after award of contract
2		COOP Contingency Plans	Upon request by the EPA Task Order COR
3		Training Course Evaluations	Upon completion of training.
4		Contractor Monthly Status Report	The 7 <sup>th</sup> business day of

		Name of EPA Staff to email the report to: Bob Messina, Jay Griffiths, Marva Richardson	each month for the preceding month.
5		Attend Weekly and Monthly Meetings	Weekly progress meetings and monthly meetings as agreed upon by the EPA Task Order COR.
6		Complete Annual User Satisfaction Survey, Summarize results and produce report.	On or about July 1.

## **Attachment A to the Performance Work Statement**

### **Agency Personal Verification Procedures For Contractor Personnel**

**October 2006**

**Background:** Homeland Security Presidential Directive 12 (HSPD-12), signed on August 27, 2004, requires a Government-wide, common identification standard for all Federal and contractor employees requiring physical access to Federally controlled facilities and/or logical access to Federally controlled information systems. The goals of HSPD-12 are to enhance safety and security, increase Government efficiency, reduce identity fraud, and protect personal privacy.

HSPD-12 requires that the common identification be: (a) issued based on sound criteria for verifying an individual employee's identity; (b) strongly resistant to identity fraud, tampering, counterfeiting, and terrorist exploitation; (c) rapidly authenticated electronically; and (d) issued by providers whose reliability has been established by an official accreditation process.

HSPD-12 and its common identification standard require personal identity verification (PIV), background investigations, and suitability determinations for all affected contractor and subcontractor personnel. In accordance with FAR clause 52.204-9, Personal Identity Verification of Contractor Personnel, contractors and subcontractors must comply with EPA's master plan for implementing HSPD-12.

#### **a) Contractor Requirements for Personal Identity Verification of Contractor Personnel (including subcontractors)**

**Contractor Employees Requiring Access to EPA facilities or EPA Information Systems for at Least 24 Hours a Week for at Least 6 Months:** All individual contractor employees whose work under the contract requires on-site access to an EPA controlled facility or logical access to an EPA information system for at least 24 hours a week for at least 6 months a year, will be required to undergo a background investigation in order to receive an EPA Personnel Access and Security System (EPASS) badge.

To begin the PIV process, the contractor should submit to the Contracting Officer Representative (COR) within ten (10) days of contract award or contract modification with this Attachment to Work Statement "Agency Personal Verification Procedures for Contractor Personnel," the following information in electronic format via secure means using the HSPD-12 Contractor Template found at <http://epa.gov.oam/>. The template was developed to assist in the transmission of the required contractor employee information in a uniform format. The template also contains drop down menus when entering data in various data cells. Specifically, the 8 data elements, Employee Type, Program Office, Work City and State, Birth State, Birth Country, Citizenship, Previous Investigation and Investigative Agency, contain drop down menus.

- Contract number;
- Contract expiration date;
- Name, address, and phone number of the Contractor Program Manager point of contact;

- Name, date of birth, place of birth (city, state, country), and Social Security Number for all contractor employees identified above. (NOTE: This information must be protected at all times, including during transmission, according to the requirements of the Privacy Act of 1974; see <http://www.epa.gov/privacy/>);
- Employee Type, Position, Email address, Program Office, Work City and State,
- An indication of which contractor employees are foreign nationals;
- Name of each contractor employee claiming to have a previous, favorably adjudicated Federal background investigation on record, and the name of the Federal Agency that required the investigation, and the completion date.

The contract-level COR will upload this information to the Office of Administrative Services Information System (OASIS) personnel security database.

After submission of the preliminary information, the contractor will be notified by the contract-level COR or PSB when to begin providing all information on Standard Form (SF) 85P, Questionnaire for Public Trust Positions, and submit the form electronically to PSB via the Office of Personnel Management's (OPM's) Electronic Questionnaires for Investigations Processing (e-QIP) system. Instructions for using e-QIP, filling out, and submitting the SF 85P on-line, can be found at <http://www.opm.gov/e-qip/reference.asp>. As part of the investigative and EPASS badging processes, contractor employees must be fingerprinted, photographed and provide two forms of identification, at a time and location specified by the COR.

These fingerprints will be sent to the Federal Bureau of Investigation (FBI) for processing.

Contractor employees with a favorably adjudicated Federal background investigation at the National Agency Check and Inquiries (NACI) level or above, completed within the past 5 years and verified by EPA, do not require an additional investigation unless one is requested by the Contracting Officer (CO) or contract-level Contracting Officer Representative (COR). These employees must still be fingerprinted at a time and location specified by the COR.

In order to prevent any interruption of contractor services pending the completion of the OPM background investigation, the Office of Administrative Services (OAS) Security Management Division (SMD) has procedures in place to issue temporary or provisional badges.

When reporting in person, as directed by the contract-level COR, contractor employees must provide two forms of original identity source documents from the lists on Form I-9, OMB No.1615-0047, Employment Eligibility Verification (available at <http://www.uscis.gov/graphics/formsfee/forms/files/i-9.pdf>). At least one document shall be a valid State or Federal Government-issued picture identification.

**Contractor Employees Requiring EPA Access for Less than 24 Hours a Week for 6 Months:** These contractor employees may be subject to the above requirements, and may have limited and controlled access to facilities and information systems.

**Foreign National Contractor Employees:** To be eligible to work on-site at an EPA controlled facility or to access EPA information systems, a foreign national contractor employee must have been admitted to the U.S. on an Immigrant Visa or a Non-Immigrant Work Authorization Visa. Foreign nationals requiring access to an EPA controlled facility or EPA information system for at least 24 hours a week for at least 6 months a year must meet the above requirements for an EPASS badge, and in addition:

- In the "Continuation Space" on the SF 85P, provide the visa number, issuance location, and issuance date for the visa used for entry to the U.S;
- When presenting two identification source documents, as described above, provide at least one from List A on Form I-9.

When determining a foreign national contractor employee's eligibility for an EPASS badge, EPA will consider the type of visa presented (immigrant vs. non-immigrant) and the reciprocity agreement between the U.S. and the individual's country of origin. These considerations are in addition to the "red flag" issues listed below.

**Screening of the SF 85P:** Information contained on the SF 85P may demonstrate that a contractor employee is not suitable to be given access to EPA facilities or information systems. PSB will screen information entered on the SF 85P prior to OPM initiating the background investigation. For individuals with admitted, derogatory information, issuance of an EPASS badge may be delayed pending further EPA review. Contractors are responsible for providing qualified personnel in accordance with requirements stated elsewhere in this contract. Contractors will only be notified by the COR if any contractor employee is found unsuitable to perform as a result of a background investigation, and must be immediately replaced by the contractor. The following are possible "red flags":

- Employment - Having been fired from a previous job, or having left under unfavorable circumstances within the past 7 years (Question 12 on the SF 85P);
- Selective Service - Failure to register with the Selective Service System; this applies to male applicants born after December 31, 1959 (Question 17 on the SF 85P);
- Police Records - Within the past 7 years, any arrest, charge, or conviction that has been upheld for violent or dangerous behavior or a pattern of arrests that demonstrates disregard for the law (Question 20 on the SF 85P);
- Illegal Drugs - Illegal use within the previous year, or drug manufacture or other involvement for profit within the past 7 years (Question 21 on the SF 85P).

**b) Returning Badges**

The contractor is responsible for ensuring that all badges are returned to the COR at the conclusion of the contract or when contractor on-site services are no longer required, or when an individual contractor employee leaves.

**c) Subcontracts**

These requirements must be incorporated into all subcontracts wherein employees' work under the subcontract requires physical access to an EPA controlled facility or logical access to an EPA information system for 6 months or longer.

**d) Appeals**

Contractors have the right to appeal, in writing to the COR, a determination to deny or revoke a badge. If the COR believes an appeal is justified, he/she will forward it to:

U.S. Environmental Protection Agency  
Personnel Security Branch (Mail Code 3206M)  
1200 Pennsylvania Avenue, NW  
Washington, DC 20460

PSB's decision on behalf of the Agency will be final and not subject to further appeal.

**e) Definitions**

• "EPA Information System" means an information system [44 U.S.C. 3502(8)] used or operated by EPA, or a contractor of EPA or other organization on behalf of the Agency.

• "EPA Controlled Facilities" means:

▪ EPA or Federally-owned buildings or leased space, whether for single or multi-tenant occupancy, and its grounds and approaches, all or any portion of

which are under the jurisdiction, custody or control of the Agency;

- EPA or Federally controlled commercial space shared with non-government tenants. For example, if a department or agency leased the 10th floor of a commercial building, the Directive applies to the 10th floor only;
- Government-owned contractor-operated facilities, including laboratories;
- The term does not apply to educational institutions that conduct activities on behalf of departments or the agency or at which Federal Employees are hosted unless specifically designated as such by the sponsoring department or agency.
- Foreign National" means an individual who is not a United States citizen.